

Indicators for the Evaluation of Open Access Institutional Repositories: How the Repositories Management Could Affect User Satisfaction?



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ABSTRACT

Review of recent literature about repositories evaluation indicators, focus on internal management and users' satisfaction. The approach is that even there is not an only way to evaluate institutional repositories, some general criteria could be given. First of all, a literature review has shown that each study has considered some categories as important in the repositories evaluation. From these indicators, a set of criteria that could be applied to the institutional repositories has been proposed as an evaluation potential model. It has been had in mind specifically those factors about the institutional repositories' performance related to its management. As a result, a proposal of technological, process, marketing, contents and staff indicators is presented, the final aim being that the repository could be a useful tool for the final user and the institution's objectives. These criteria are going to be compared with Spanish institutional repositories, and completed with repositories' managers surveys. Furthermore, an users satisfaction survey is proposed in an university. These data could help to know how effective could be the repository management from an internal point of view, on the one hand. And on the other, how the management could affect the final user's satisfaction, so as to the researcher would think of the repository as the natural way of disseminate the research.

OBJECTIVES AND METHODOLOGY

Objective: Literature review from 2003 to 2013 about criteria applied to institutional repositories' evaluation and analysis in order to make a new proposal which could be applied to spanish universities institutional repositories as a new potential evaluation model. Special attention will be given to performance and management factors. Results of the application of these indicators will be matter of next papers.

Methodology: The methodology used has been the literature review, in order to gather indicator proposals published during the last 10 years. A new proposal is presented based in the indicators study and also in institutional repositories evolution analysis.

RESULTS

Literature review- Six indicators categories:

- Marketing
- Founding resources (internal and external)
- Interoperability and cooperation
- Policies
- Contents
- Add value services

Our indicators proposal- Two approaches:

- **Technical or internal factors:** technology, procedures, management, or interoperability
- **Institutional factors:** integration of the repository in the institutional policies, meeting the university and researchers' needs. How is the repository sided with the institution objectives. Add value services

INDICATORS PROPOSAL

Categories	Indicators
Software	Design
	Preservation
	Web 2.0
	User authentication
	Relation to other university internal systems
	User statistics
Procedures	Digital objects removal
	Procedures manuals availability
	Style manuals availability
	Who can deposit: user tipology
	Deposit flows types
	Copyright
	Massive export and import data
Contents	Growth of collections rate
	Documents type
	Versions
	Open access
	Repository deposit policy
	Contents
	Content preservation
Marketing	Promotion in the same institution
	Links
	Promotion among stakeholders
	Repository blog
	Annual report publication
	Procedures for encouraging self archiving
Staff	Ratio of librarians responsible for Institutional Repositories
	Ratio of librarians responsible for repository management
	Awareness
	Training

CONCLUSIONS

Institutional repositories' evaluation has been approached mostly from a formal point of view. It could be interesting to study the institutional factors: how the repository meets the institution and researchers' needs, so as to it could be an interesting and useful tool for final users and help to achieve the institution objectives. Therefore, an evaluation could be done using the indicators proposed in an individual or group of repositories, to compare them not to set a ranking, which is not the objective of this study, but to verify if the repository is aligned with the institutional policy and if this fact contribute to its development.

Following this study it is planned to investigate about the IR final user knowledge and satisfaction, so as to the researchers could see it as the natural way to increase the visibility of their research.